

November, 2005

**Attention:** Telephone Directory Publishers

To accommodate the growing need for telephone numbers, the 424 area code will be added to the area served by 310. The new 424 area code will serve customers in the same geographic region as the current 310 area code, which includes the Westside and South Bay area of Los Angeles County and a small portion of Ventura County. This is known as an area code overlay.

***What is an area code overlay?***

An overlay is the addition of another area code (in this case 424) to the same geographic region as an existing area code (310). An overlay does not require customers to change their existing area code.

***How does this affect telephone directory publishers?***

On August 25, 2005 the California Public Utilities Commission (CPUC) in Order D.05-08-040 approved an all-services distributed overlay as the relief method for the 310 NPA.

This decision specifies that directories covering the 310 area code region must identify the area code in addition to the seven-digit number for each directory listing. Information pages that include instructions for dialing directory assistance to locate numbers applicable to different area codes within the same overlay region should also be updated.

***What is the new dialing procedure?***

To complete calls from a landline phone, the new dialing procedure requires callers to dial 1 + area code + telephone number. This means that all calls in the 310 area code that are currently dialed with seven digits will need to be dialed using 1+ area code + telephone number.

To complete calls from a cellular or mobile phone, callers may dial the area code + telephone number or 1 + area code + telephone number whenever placing a call from a phone number with the 310 or 424 area code.

***When will the change begin?***

- Effective December 31, 2005, customers should begin using the new dialing procedure when placing calls from the 310 area code. If customers forget and use the old dialing procedure of dialing just seven digits, calls will still be completed.
- Beginning July 26, 2006, customers must use the new dialing procedure for all calls. After this date, if customers do not use the new dialing procedure, calls will not be completed, and a recording will instruct them to hang up and dial again.
- Starting August 26, 2006, new telephone lines or services may be assigned numbers with the new 424 area code, and it will be necessary to dial 1 + area code + telephone number for all calls within the 310 and 424 area codes.

***What will remain the same?***

The price of a call, coverage area, or other rates and services will not change due to the overlay, and what is a local call now will remain a local call regardless of the number of digits dialed. Customers can still dial just three digits to reach 911, as well as 211, 311, 411, 511, 611 and 711.

If you require a camera-ready map of the 310 area for your directory(ies), or if you have any questions about the overlay, you may contact: <who?>.

Sincerely,